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SUSSIDIO IO IOIII 744				Application Number	10/736,026		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Filing Date	December 15, 2003		
				First Named Inventor	Creamer, et al. 2643 Unassigned		
				Art Unit			
				Examiner Name			
Sheet 2	of	2	7	Attorney Docket Number	BOC9-2003-0079 (453)		

	1 2	NON PATENT LITERATURE DOCUMENTS					
Examiner Cite No.1		Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.					
ATO		NIX, C.J., "Testing Interactive Voice Response Systems", IBM Technical Disclosure Bullettin, Vol. 39, No. 11, pp. 109-110, (Nov. 1996).	~				
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